


DEPARTMENT OF CORRECTION  	<b>OPERATIONS Programs</b>	<b>DIRECTIVE NUMBER:</b> 607.26.01.005	<b>PAGE NUMBER:</b> 1 of 5
		<b>SUBJECT:</b> Quality Assurance For Program Management	Adopted: 12-23-03

## **01.00.00. POLICY OF THE DEPARTMENT**

It is the policy of the Board of Correction that the Department of Correction will provide programs which promote offender change and successful reintegration into the community.

The Department shall not discriminate on the basis of age, disability, race, sex, creed, or national origin. Considerations for the approval or denial of programs shall include, but not to be limited to, the capability of the Department to provide programs and the eligibility of the offender.

Nothing in this policy statement nor in Department of Correction policy or directive or other sources establishing procedure or operations shall establish any right under state or federal law to programming or education for offenders.

### **01.01.00. Purpose**

To ensure that Department correctional programs accurately reflect the most effective correctional approaches and are delivered in a systematic manner consistent with best practices.

## **02.00.00. TABLE OF CONTENTS**

### **01.00.00. POLICY OF THE DEPARTMENT**

#### **01.01.00. Purpose**

### **02.00.00 TABLE OF CONTENTS**

#### **03.00.00. REFERENCES**

#### **04.00.00. DEFINITIONS**

#### **05.00.00. PROCEDURE**

05.01.00. Program Implementation

05.02.00. Training

05.03.00. Program Referral

05.04.00. Quality Assurance

05.05.00. Program Evaluation

05.06.00. Satisfaction Surveys

05.07.00. Oversight

<b>DIRECTIVE NUMBER:</b> 607.26.01.005	<b>SUBJECT:</b> Quality Assurance For Program Management	<b>PAGE NUMBER:</b> 2 of 5
---	--	-------------------------------

### **03.00.00. REFERENCES**

Department Policy 607, Correctional Education And Programs.

Division Directive, 607.26.01.002, Treatment Matching And Offender Referral.

Division Directive 607.26.01.010, Offender Assessment.

### **04.00.00. DEFINITIONS**

Ancillary Programs. Designed to augment the standardized core programs and more fully address the diversity of offenders' needs and enhance an offender's ability to participate meaningfully in core programs, or meet special needs identified in an offender's individual case plan.

Board. The state Board of Correction.

Core Programs. Fundamental Department programs delivered systematically with the intent to facilitate positive change in behavior. Core programs are based on proven research and theoretical principles and are designed to address the criminogenic needs of offenders.

Correctional Program Assessment Inventory (CPAI). A standardized auditing instrument that measures program design, implementation, and delivery.

Department. The state Department of Correction.

Facility. A building or residence, including the property and land where the building or residence is located, owned or leased and operated or managed by the Board or Department.

Facility Head. The person with primary responsibility to oversee, manage or operate a Department facility.

Inmate. An individual in the physical custody of the Board. (See also Offender.)

Offender. A person under the legal care, custody, supervision or authority of the Board including a person within or without the state pursuant to agreement with another state or a contractor. (See also Inmate.)

Pilot Program. A test program that has been approved by the Deputy Administrator of Programs or Administrator of Operations. Pilot programs are at least one (1) month in length and involve a detailed plan of action for the program and a monitoring strategy.

<b>DIRECTIVE NUMBER:</b> 607.26.01.005	<b>SUBJECT:</b> Quality Assurance For Program Management	<b>PAGE NUMBER:</b> 3 of 5
---	--	-------------------------------

Program Evaluation. A practical, methodologically sound approach of measuring how closely correctional programs meet known principles of effective correctional treatment outcomes.

Program Outcome Evaluation. An evaluation that determines offender changes attributed to program effect (e.g. test and re-test scores).

Program Standards Committee. Committee whose primary role is to review and approve assessments, and core and ancillary programs. This committee participates in the review of curriculum and the adherence of programs to establish criteria.

Risk Reduction. The reduction of specific crime producing risk or needs using standardized assessments and corresponding programs that target crime producing life areas.

Social Learning Theory. Learning processes that include modeling, guided interaction, behavioral techniques, cognitive instruction, and use of rewards and consequences.

## **05.00.00. PROCEDURE**

The Division of Programs shall direct, evaluate, and monitor program standards. Division of Programs will utilize clinical supervision, internal/external audits, direct observation, and training to effectively manage the quality administration of assessments and delivery of programs. The CPAI will be the primary instrument used to evaluate core and ancillary programs.

The facility head is responsible to ensure that core and ancillary programs are delivered efficiently and appropriately in accordance with Division of Programs directives. The Division of Programs will ensure the facility head monitors the efficient and competent delivery of core programs and adheres to Division of Programs directives at their respective work site.

### **05.01.00. Program Implementation**

The facility head is responsible to maintain a ratio of at least eighty percent (80%) core program delivery to twenty percent (20%) or less of ancillary programs, services and diversionary activities. The facility head will ensure that ancillary programs and other activities do not erode the effectiveness of or replace an offender's participation in core programs.

<b>DIRECTIVE NUMBER:</b> 607.26.01.005	<b>SUBJECT:</b> Quality Assurance For Program Management	<b>PAGE NUMBER:</b> 4 of 5
---	--	-------------------------------

The facility head will ensure that before any new program is delivered a pilot has been approved in accordance with the Division of Programs directives and the Standards Committee.

#### **05.02.00. Training**

The facility head will ensure that core programs are delivered only by staff who are trained and qualified to deliver these programs. In addition, the facility head will ensure program delivery staff participate in training that is consistent with their professional development. The Division of Programs will provide training as needed or upon request of the facility head.

#### **05.03.00. Program Referral**

Offenders will be referred to appropriate programming following an assessment as outlined in Division Directive 607.26.01.003, Treatment Matching and Offender Referral, and 607.26.01.010, Offender Assessment.

#### **05.04.00. Quality Assurance**

The facility head will ensure that program delivery staff are provided ongoing clinical supervision. The facility head or designee collaborates with the clinical supervisor to establish development plans, performance measures, and, when necessary, corrective actions, and corrective action plans, to ensure that programs are effectively delivered.

#### **05.05.00. Program Evaluation**

Division of Programs will evaluate program effectiveness. Program evaluation may include, but is not limited to, internal/external audits, outcome evaluations, and direct observation. The Division of Programs will monitor Department programmatic activities on an annual basis or as needed. The data collected will be shared with the facility head in order to develop strategies for program improvement.

The Division of Programs will use effective standardized measures to conduct internal program evaluations. The Division of Programs shall also ensure that external agencies use standardized or objective measures when conducting audits.

The CPAI will be the primary instrument used in program evaluation. Programmatic problems or concerns found during the program evaluation will be provided in writing to the Administrator of Operations, Deputy Administrator of Programs, and the facility head within thirty (30) days of findings. The facility head or designee will provide an action

<b>DIRECTIVE NUMBER:</b> 607.26.01.005	<b>SUBJECT:</b> Quality Assurance For Program Management	<b>PAGE NUMBER:</b> 5 of 5
---	--	-------------------------------

plan to resolve problems or concerns to the Deputy Administrator of Programs within ninety (90) days outlining the appropriate action to be taken. This same time frame is also provided for the facility head or designee to dispute in writing any findings contained in an audit report.

Action plans will include the following information:

the deficiency being addressed;

the corrective action being taken to address the deficiency;

who is responsible for ensuring the corrective action occurs; and

a time frame in which the identified deficiencies will be corrected.

#### **05.06.00. Satisfaction Surveys**

The facility head will ensure that satisfaction surveys are administered to all offenders upon completion of programming. Offenders in long-term (six (6) months or longer) programming will complete a survey biannually (twice a year). Information from the surveys will be reviewed and used to improve program delivery. Surveys will be placed in a notebook and made available for review by the Division of Programs. Surveys shall be maintained for a minimum of two (2) years.

#### **05.07.00. Oversight**

The Division of Programs will monitor and ensure compliance with this directive.

\_\_\_\_\_  
**Administrator, Operations**

\_\_\_\_\_  
**Date**